

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

May 16, 2014

Received & Inspected
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FCC Mail Room

Subject: Comcast and High-Speed Internet

Dear Sir or Madame,

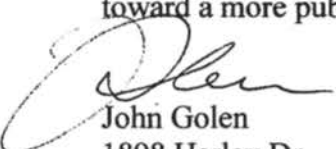
I strongly object to Comcast being allowed to acquire any more assets that would reinforce its monopolistic status in areas such as southeastern Michigan (Time Warner being just one example). Comcast is largely despised by consumers in my area for a multitude of reasons - most of which stem from the fact that consumers have no viable alternative to Comcast service, particularly for high speed internet. As a result Comcast can (and does) charge high rates that continue to increase at a pace that far out-runs inflation, they treat their customers like necessary evils with a circular customer service system that seeks to outlast customer's patience; after all, what options to consumers have? None. The internet is a necessity in 21st century America and Comcast is the only game in town.

I believe that the FCC and the State of Michigan have unwittingly conspired to create an economic monster through a combination of deregulation and coordinated ambivalence toward the best interest of consumers.

I should think that the FCC would want to chart a course that would see most American's having access to a publicly-owned internet infrastructure that would encourage media competition among many providers. The competitive landscape, as it currently exists in Michigan, discourages competition, and, according to Michigan lawmakers I've spoken to, is the direct result of the policies established by the FCC.

I cannot speak for areas other than my own, but, the consumers of southeast Michigan are not being served by the present system. We are forced to purchase a substandard product, from a high-priced supplier, who has no need to ensure customer satisfaction.

It is my hope that the FCC takes action to reign-in Comcast and to redirect its policies toward a more public-friendly, competition-friendly direction.


John Golen
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